

Notice of References Cited	Application/Control No. 10/735,044		Applicant(s)/Patent Under Reexamination VIGIL, SHIRLEY	
	Examiner SCOTT L. JARRETT		Art Unit 3624	Page 1 of 3

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	B	US-2005/0043976	02-2005	Leehman, Nathan	705/007
*	C	US-2005/0043987	02-2005	Kumar et al.	705/011
*	D	US-2004/0138941	07-2004	Salgado, David L.	705/010
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	V	Coen, Dan, Creating a Dynamic Performance Development Program Direct Marketing, Vol. 64, No. 3, July 2001
	W	Emvolve Performance Managmer Release 1.5 Customer Interaction Solutions, Vol. 20, No. 5, 2001
	X	Televista Integrates eLearning and Quality Monitoring The Ascent Group, Inc, August 2001

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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	X	Call Center Dashboard - Agent scorecard for talk time, calls answered, hold time, escalations The Dashboard Spy, April 12, 2006

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